

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 000645  
Grade 20**

**INVESTIGATOR I**

**DEFINITION OF CLASS:**

This is developmental level professional investigative work involving researching, analyzing, and conciliating a variety of consumer, landlord/tenant, or human relations complaints for the purpose of assisting the public and insuring compliance with applicable County ordinances. Contacts are with business owners, landlords or common ownership community councils or boards, attorneys and the public to mediate differences between opposing parties and negotiate a voluntary settlement, as possible. Assistance to the public is provided on demand to answer technical inquiries or on an ongoing basis to determine assistance required and jurisdiction, and to resolve complaints.

Employees in this class are responsible for researching and conciliating complaints in which the issues of fact and applicability of the law are sometimes unclear and which may involve somewhat complex and sensitive situations. The work is performed under the direction of higher-level investigators and the supervisor. Guidelines consist of Federal, State and local codes and regulations and agency policies and procedures that are not always completely applicable to the work. The employee uses judgment to select or modify appropriate guides in order to resolve complaints. The complexity of the work is characterized by the level of research and analysis necessary to evaluate complaints, in which the issues are not always clear, and resolve them. The work of this class is directly involved in and may affect the operation of programs of the agencies involved and provides a complaint/conflict resolution service to the public. The work is primarily sedentary in nature, performed in a typical office setting, and most often is subject to common everyday risks. However, an employee may make occasional visits to businesses or residences where he/she is exposed to abusive, aggressive or unpredictable behavior by complainants, respondents or others.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Plans and conducts fact finding studies; identifies issues involved and jurisdiction, need for additional information, and effective methods for obtaining information; interviews complainant, respondent, witnesses, and experts.
- Analyzes respondent's business records to develop evidence; reviews and interprets legal documents such as leases, contracts, warranties, etc; maintains detailed records of fact finding process and evidence gathered.
- Determines if a violation of law, regulation or Executive Order has occurred; analyzes evidence and evaluates information collected; interprets applicable County Codes; researches and interprets State and Federal laws and regulations, court decisions, precedent cases for reference.
- Conducts and mediates informal conferences between respondent and complainant and their legal representatives to obtain additional information and review contradictory testimony.
- Negotiates with both parties to reach a voluntary settlement when possible; prepares and obtains signatures on agreement letters and monitors compliance with agreement. May recommend restitution.
- Prepares cases for higher-level review and/or enforcement action.

- Drafts formal documentation of findings and conclusions; prepares other documents as required. Assists in drafting responses to Motions to Strike Interrogatories, responses to Appeals, Pre-Determination Settlement Agreements, Cease and Desist orders, subpoenas and other legal documents.
- May testify in public hearings and court proceedings.
- Performs related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of County, State, and Federal laws, regulations, court decision and issues related to program area(s) of assignment and skill to apply this knowledge to a variety of somewhat complex cases.
- Knowledge of the structure, practices, procedures and standards of businesses or of specific Operating practices covered by the laws and regulations being enforced.
- Knowledge of and skill in applying methods and techniques of fact finding, interview techniques, analysis, and resolution of somewhat complex problems.
- Knowledge of a technical specialty related to the field of assignment may be required.
- Good interpersonal skills to interact effectively with diverse contacts on significant matters.
- Skill in handling negotiations with tact, resourcefulness, integrity and good judgment.
- Skill in verbal communication to establish a fact pattern, partly through communication with others, help mediate or negotiate settlements, and testify in hearings and court, as needed.
- Skill in written communication to review and prepare case documentation, prepare settlement agreements, correspondence, information papers and other written materials.
- Skill in using modern office software suites and specialized databases to communicate, use data and perform other tasks.
- Ability to work increasingly independently as experience is gained in investigative techniques and the programs area(s) of assignment.
- Ability and willingness to attend meetings or perform work at locations outside the office when necessary.

#### **MINIMUM QUALIFICATIONS:**

**Experience:** Two years (2) of professional experience in an investigatory capacity directly related to field of assignment.

**Education:** Graduation from an accredited college or university with a Bachelor's Degree.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**LICENSE:** None.

#### **PROBATIONARY PERIOD:**

Individuals appointed or promoted to this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

**Class Established:** July, 1975

**Revised:** July, 1983

March, 1984

December, 1985

March, 1989  
October, 1994 (M)  
August, 1996  
June, 1997  
February, 2005 (M)  
August, 2013  
September, 2014

**NOTE:** THE INVESTIGATOR I CLASS IS NOT THE ENTRY LEVEL CLASS FOR THE INVESTIGATOR SERIES. IT IS INTENDED THAT THE PUBLIC ADMINISTRATION INTERN CLASS BE UTILIZED WHEN FILLING A POSITION AT THE ENTRY LEVEL.